



King County



King County

Strategic Advisory Council

October 12, 2018
~Meeting Minutes~



KING COUNTY MEMBERS

Name	Title	Agency	Signature
Dow Constantine	King County Executive	Executive's Office	
Casey Sixkiller	Chief Operating Officer	Executive's Office	X
Kathy Lambert	Council Member	King County Council	X
TBD	Council Member	King County Council	
Donna Tucker	Presiding Judge	District Court	X
Laura Inveen	Presiding Judge	Superior Court	X
John A. Wilson	Assessor	Assessor	X
Dan Satterberg	King County Prosecutor	Prosecuting Attorney	
Mitzi Johanknecht	Sheriff	King County Sheriff's Office	
Julie Wise	Elections Director	Elections	
Tanya Hannah	Chief Information Officer	King County Information Technology	X

PRIVATE / PUBLIC SECTOR MEMBERS

Name	Title	Agency	Signature
Stuart McKee	National Technology Officer, US Public Sector	Microsoft Corporation	
Michael Mattmiller	Director of Government Affairs	Microsoft	X
Tracye Cantrell	Interim Chief Technology Officer	City of Seattle	X
Jason Weiss	Chief Information Officer	Sound Transit	X
Lisa Hillman	Interim Chief Information Officer	Snohomish County	X
Trever Esko	Former Chief Information Officer	Snohomish County	X
Clare Pedersen	Former Managing Director	Slalom	X
Mark Ronaldson	Senior Sales Manager	Amazon Web Services	X

STRATEGIC ADVISORY COUNCIL

Semi-Annual Meeting

Sign-In Sheet

12 October, 2018

1:00 P.M. to 3:00 P.M

Chinook Building, 1st Floor, Executive Conference Room

Welcomed Guests & Other Attendees

Name	Title	Agency	Signature
Barbara Miner	Director, Department of Judicial Administration	King County Judicial Administration	X
Aaron Barak	Chief Technology Officer	King County Information Technology	X
David Mendel	Director, Emergency Radio Communication	King County Information Technology	X
Selena Tonti	Chief Information Security Officer	King County Information Technology	
Jody Miller	Interim Director, Office of Emergency Management	King County Information Technology	X
Rhonda Mendel	Executive Assistant	King County Information Technology	X
Elaine Porterfield	IT Communications Manager	King County Information Technology	X
Zlata Kauzlaric	IT Governance Manager	King County Information Technology	X
Jennifer Hsu	IT Portfolio Manager	King County Information Technology	X
Syrena Ogden	IT Governance Coordinator	King County Information Technology	X
Lynda Kamrath	IT Services Manager	King County Sheriff's Office	
Rafael Reyes	Customer Success Manager	Microsoft	X
Brian Casey	ATS	Microsoft	X
Steve Kirchoff	Director	Microsoft	X
John Klein	Strategic Planning	King County Information Technology	X
Denise Cody	PAO	PAO	X
Nicole Franklin	Diversity and Inclusion Manager	King County Information Technology	X
David Zarling	Azure Intelligent Cloud Solution Specialist	Microsoft	X
Alan Yates	Advisor		X



Strategic Advisory Council
October 12, 2018 – Meeting Minutes - DRAFT

King County Chief Operating Officer Casey Sixkiller chaired the meeting.

Welcome and Introductions

1:00 PM

- **Casey Sixkiller welcomed the attendees and made introductions.**
 - Casey welcomed new members:
 - Mark Robinson of Amazon
 - Lisa Hillman, interim CTO for Snohomish County
 - Guests today included leadership from the Office of Emergency Management and IT.
 - Members not attending:
 - Mitzi Johanknecht, King County Sheriff, had a conflict and we thank Lynda Kamrath for joining us today.
 - We also do not have the second representative for King County Council.
 - The interim CIO for State of WA was not available to attend.

Strategic Priorities – Opening Remarks

1:05 PM

- **Casey Sixkiller provided Opening Remarks.**
 - The Purpose of SAC: The Strategic Advisory Council (SAC) is the top level of the County's Information Technology Governance. Our role is to advise and help guide our technology efforts in a way that supports the strategic goals of county government. Our technology strategy and the projects that move the strategy forward are essential for King County becoming the Best Run Government – which is one of Dow's major initiatives. This stands true for services we deliver to King County, the region, and our employees.
 - Appreciation of SAC Members: SAC members have helped us set technology strategies by advising us, validating and endorsing our Strategic Technology Plans. Our common goal for all technology initiatives is to ensure they are business driven, result in improvements to the County's services, and are validated by our external members - industry experts. We appreciate the opportunity to learn from our external members: You bring vast experience with state and local governments around the Country. You help us validate our strategies, approach and roadmaps, and modify where necessary, or recommend future considerations. On behalf of Dow and the County leadership, I thank you for your service at SAC.
 - Objective for Today's Meeting:
 - This is our second meeting of 2018. We have structured the meeting in a way to promote discussion among the members. Our objective is to hear from you, have a dialog, and get your valuable feedback to bring back to our internal teams.
 - Today we will talk about how we, as the County government, can actively engage to build our regional disaster recovery framework and think about ways to leverage technology to address known and unknown threats, understand challenges that could be faced and look for opportunities to improve infrastructure and services ahead of the need.
 - Casey reviewed the County's Strategic Priorities with the attendees
 - Casey reviewed the County's Technology Goals with the attendees

Strategic Advisory Council

October 12, 2018 – Meeting Minutes - DRAFT

- Our technology strategies include Mobility: Deliver our services to members of the community where THEY ARE.
 - Digital Systems: We need to have effective technology that is reliable and uses advancements we see in our private sector.
 - Data Focused: Data and Data analytics inform and guide our decision making.
 - Workforce Empowerment: We need to engage and empower our workforce to use technologies that make their work more efficient. While our processes cannot change overnight, it's important that we all embrace the importance of technology in the public sector. When government employees have the best tools possible to do their jobs, everyone benefits.
 - Civic engagement – Connecting with members of our community is essential for us as government.
- Casey turned over the meeting to Zlata to provide a recap of the March 2018 meeting.

Recap of March 2018 Meeting

1:15 PM

- **Zlata Kauzlaric provided a recap of the March 2018 meeting.**
 - Technology Awards
 - There were a large number of projects nominated. These successful projects signify the County's success in moving technology forward and providing business value to internal customers and members of the community. One project was selected to receive Technology Achievement award:
 - Countywide Electronic Payment. This project made it easier and more convenient for our customers to use credit cards and other electronic payment when conducting business with the County.
 - We also had a Technology Champion Award. Again - a number of county business leaders were nominated, and the award was presented to:
 - Julie Wise, Director of King County Elections – for her leadership in using innovative solutions and technology to improve elections.
 - Roadmap to Engagement
 - We discussed how Strategic Technology Goals enable King County Priorities. You endorsed IT priorities in 2016 and they are applicable and are going strong today. Focus for this year is Mobility and Civic Engagement.
 - On Civic Engagement, Tanya talked about our focus on the customer. We need to engage with our customers to align county resources and services to meet the customer needs.
 - Mobility: We need to leverage Technology to improve our services. For example: mobile devices and providing more mobile applications, optimized for users.
 - We talked about our annual Information Technology Report for 2017. The report highlighted number of successful projects; to mention just a few: E-Filing for Courts, Food Safety Rating, and Smartboard technology rollout to county facilities. In 2017 King County received an award for 1st Place in the Digital County Survey.
 - Tanya then talked about how partnerships and technology drive project success.



Strategic Advisory Council

October 12, 2018 – Meeting Minutes - DRAFT

- We highlighted a few projects that leverage partnerships: PSERN (Puget Sound Emergency Radio Network) – their success is heavily dependent on regional partnerships; and also Wastewater Treatment Plants– they are partnering with Microsoft for use of HoloLens, and Tactile software to improve their operations, specifically for training staff.
- Your discussion focused on how we can build successful partnership: a video from the Microsoft/King County Hackfest, highlighted projects that involved private and public sector working across jurisdictions. We talked about use of Predictive Analytics to learn about and better understand our customers.
- A video with Executive Constantine, shifted the discussion on how technology can help make a difference and change communities for the better.
- In summary – we have received a valuable input and advice from you on these topics.

Regional Recovery Framework

1:20 PM

- **Tanya Hannah introduced the topic of the meeting – Regional Recovery Framework.** She articulated that the framework is based on partnerships. She introduced Jody Miller, Interim Director of Office of Emergency Management, who discussed what King County is doing as well as the lessons learned from Cascadia Rising.
 - Short Term Disaster Recovery Efforts
 - King County cares a lot about this topic. There is a lot of support in the Puget Sound.
 - Disaster recovery plans are focused on short term recovery. The City can work with the State if they choose.
 - For recovery, the County is the sole point of entry.
 - In order for a Federal Disaster Declaration to be made, there is a threshold that needs to be met. For King County, the threshold is \$7.3 M. For the State of Washington, the threshold is \$10 M. King County represents 72% of the State’s threshold, thus the State is very much dependent on the County for obtaining this declaration.
 - Emergency Management System is owned by the Cities. There are two aspects:
 1. Cost Recuperation – 75% of costs can be recouped. FEMA is starting to run out of money.
 2. Disaster Recovery Center (DRC) – this takes care of residents. Volunteers are leveraged.
 - Longer term recovery systems are more strategic, and detail out what King County wants to look like post disaster.
 - This is driven by the government, and a new approach. This involves developing task forces, putting SME’s from the region together. The goal is to help keep businesses in King County.
 - These groups are led by a disaster recovery coordinator – working for the County Executive, alongside Casey Sixkiller as the County Chief Operating Officer.
 - The vision for the long term recovery is to support residents, enable businesses to thrive, and ensure equity.

Strategic Advisory Council

October 12, 2018 – Meeting Minutes - DRAFT

- Jody Miller provided an example of New Orleans post Hurricane Katrina. There was a community in the area that had a strategic vision in place prior to the disaster. This enabled the community to survive after Katrina, and was successful in enabling the community to achieve their vision after the disaster.
- Tanya shifted the conversation to discuss **The Role of Technology** and some interesting initiatives that she heard other jurisdictions are doing. For example, in Hawaii, the emergency response is fully developed. Every person who prepares is one less person who panics in a crisis. There is also an example of a startup in Wenatchee that connects businesses in a disaster, this was used in Puerto Rico, where after the hurricane, the service enabled bakeries as far away as New York and Florida to send equipment to Puerto Rico.
- Tanya turned the meeting over to Aaron Barak to discuss **Business Resiliency** and what specifically King County IT is doing.
 - Aaron Barak mentioned that over the last year, there has been a good relationship with the Office of Emergency Management. Business continuity plans are in place. One lesson learned is that groups don't all need to do everything. Each group can have a specific role to play.
 - The county has defined Essential Services. All of these Essential Services has recovery objectives. KCIT is working together with the County departments to meet these objectives. Much is based on moving services to the cloud. The county has 20% penetration in the cloud, all backups are in the cloud, which has built in business resiliency.
 - There are several IT strategies that the SAC has endorsed – moving the County toward business resiliency
- **Discussion Topics:** Tanya opened the meeting to structured discussion about various topics designed to obtain advice and feedback from SAC members
 - **Question 1:** “Where should the county focus to increase Business Resiliency?”
 - Jason Weiss mentioned that at Sound Transit his #1 focus is on the operations side. Are there pumps in place to address flooding in a data center, is the HVAC system sound, critical infrastructure?
 - To this point, Casey inquired if King County has a critical infrastructure list. Jody replied that there is a working list, this list identifies who/what becomes isolated in a disaster.
 - Judges Tucker and Inveen said that as a service provider, they need access to their files and records. She offered that it would be good to have coordination between partners, i.e. use Seattle Municipal Courtrooms if King County building is unusable. Additionally, videoconferencing capability is a possibility.
 - Communication to community and between jurisdictions was mentioned as important.
 - Michael Mattmiller offered that the Cascadia Rising exercise assumed that communications were still working. The downtown core is where more of the government employees are located. However, access to mobile will be extremely limited based on previous experiences. The more that we reduce the threat surface the better. He suggested taking the data center and location out of the equation by using the cloud offerings.

Strategic Advisory Council

October 12, 2018 – Meeting Minutes - DRAFT

- David Mendel pointed out that as the builder of the first responder system, he is building redundancy capacity and resilience into the PSERN network. This view should be put into the infrastructure that we are building so that the network is self-sufficient.
- Kathy Lambert also expressed the need for basic infrastructure, this is equity issue for some areas of the county that don't have internet today. She suggested having a policy for how to provide prompt communication in crisis. She sees drones being useful in this regard.
- **Question 2:** “What additional opportunities exist to collaborate and coordinate? How can we work together as a region?”
 - Claire Pederson suggested leveraging other businesses in the community (Starbucks, Costco, etc.) to that we know what they need. Continue to engage all organizations.
 - Mark Ronaldson suggested that employees can opt in to help. The County should be proactive about producing an action/play list for employees to volunteer. Employees are usually interested to help. Also suggested leveraging the system that Tanya described earlier, where businesses that can help are connected.
 - John Wilson suggested inventorying the core lessons, facilities that can be used in an emergency. Also suggested not limiting ourselves to domestic lessons learned – look at Canada wildfires.
 - Jody Miller echoed this thought about identifying parcels that can be used for short term emergency shelter. Get these lined up in advance. Learn from Florida panhandle hurricane disaster.
 - Michael Mattmiller suggested ensuring that any potential policy barriers are addressed in advance, for example, to enable ability to share data among organizations.
 - Aaron Barak suggested there was an opportunity to work with cell providers, for specific purpose of keeping a data pipe in place for an emergency.
- **Question 3:** “How can we leverage technology to connect, inform and save the lives of those impacted by disaster?”
 - Jason Weiss suggested that in a disaster situation, sometimes it's about repurposing, not necessarily recovering.
 - David Mendel suggested potential use of cameras to be the eyes and ears, assuming there is an appropriate policy in place.
 - Michael Mattmiller suggested that there may be an opportunity to leverage the signals on Sound Transit and Metro buses to deploy internet for community use.
 - Casey Sixkiller was also interested in leveraging the bus fleet. He emphasized that public/private partnerships are driven by people, not the organization. There is an opportunity to provide better training on how to use the systems are that available. Suggested that Microsoft/Amazon can advise on this.
 - Training of people to use resilient processes so that is it the same process they follow if there is a disaster is important. As an example, Aaron Barak suggested training employees how to use OneDrive so that files are recoverable.



Strategic Advisory Council
October 12, 2018 – Meeting Minutes - DRAFT

Final Comments

2:50 PM

- Tanya thanked the members for coming and for their advice and feedback. A potential topic for a future meeting is Skype.
- **Tanya Hannah adjourned the meeting at 2:53 PM.**